

# 2017 Employee and Resident Transportation Survey



# City of Pleasanton 2017 Employee and Resident Transportation Survey

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## **Introduction**

The City of Pleasanton regularly surveys residents and employees to determine their commute behavior and transportation needs. The purpose of the 2017 survey is to measure progress toward traffic reduction goals, to determine public awareness of the many commute programs and incentives available, and to learn which incentives would further encourage residents and employees to use commute alternatives.

### **Methodology**

Using random digit dialing in the evenings and on weekends, Pleasanton residents were surveyed over the phone. A total of 200 residents completed a 10-minute survey. To participate in the survey, respondents had to work at least part-time outside the home.

The data from the phone portion of the research is considered statistically valid; the data is comparable to data from the phone surveys conducted in 2006, 2009 and 2013. The sample is representative, meaning that we can extrapolate from these results to the working population of Pleasanton as a whole.

Employees at eight of the largest employers in Pleasanton participated in the survey. Employees had the option of taking the survey on paper or online; most took it online. Among the 1,207 who completed the survey, only 14 took the paper survey. The overall response rate is 17% among 7,059 employees, slightly lower than previous surveys. To improve the response rate, employees who completed the survey could choose to be entered in a raffle for prizes such as transit tickets and gas cards. One employer conducted its own survey; these results are summarized. A list of participating employers is included in the Appendix.

The questionnaires for the two populations are slightly different. The telephone survey among residents was administered during May 2017 and the paper/online survey was administered during June and July 2017.

Among the employee respondents, 14% also lived in Pleasanton, fewer than in previous years. As fewer employees work locally, it affects transportation planning and allocation of resources.

Data in this report is presented in tables. Percentages may not total 100% due to rounding. “Residents” refers to those who completed telephone surveys. “Employees” refers to those who completed paper or online questionnaires. Both resident and employee questionnaires are included at the end of this report.

## **Summary of Results**

- After several years of trending down, the drive-alone rate increased for both residents and employees. Fewer commuters are using transit and carpooling.
- The average commute among residents is 20 miles and takes 39 minutes, a six-minute increase from 2013. Employees travel an average of 23 miles and their commutes take 40 minutes.
- Since 2009, employees and residents have shifted work schedules so that more people work full-time.
- As in past years, most employees and residents travel to and from work during a two-hour period in the morning and evening.
- Solo drivers are most likely to consider telecommuting and carpooling as commute alternatives.
- The most popular ridesharing incentives are financial incentives, a guaranteed ride home, and help finding a carpool/vanpool partner.

- Awareness of Transportation Demand Management (TDM) programs varies; most know about 511 but fewer know about the Pleasanton-specific programs such as Commendable Commutes.

## Employment

### Employment Status

Respondents had to be employed to qualify for the survey. Among residents, 89% work full-time, 11% work part-time, and 1% work a compressed schedule. (Table 1).

These results are quite different from 2009, when only 78% of residents worked full-time

Most employees (92%) work full-time, 3% work a compressed schedule, such as 4 10-hour days per week. Five percent work part-time. Since 2013, the proportion of employees with full-time jobs has increased; fewer employees are working part-time.

**Table 1 - Employment Status**

<b>Employment Status</b>	<b>Residents</b>	<b>Employees</b>
Employed full time	89%	92%
Employed part-time 20+hours	10%	4%
Employed part time, less than 20 hours	1%	1%
Compressed schedule	1%	3%
Total	100%	100%

## Commute Behavior

### Commute Mode

Most Pleasanton residents (83%) drive alone to work. (Note that drive alone includes motorcycles.) Seven percent take BART and 3% carpool or vanpool. Five percent of residents walk or bicycle to work (Table 2). Compared to 2013, slightly more residents

are driving alone; the proportion is back to 2009 levels. This coincides with fewer residents riding BART.

The incidence of solo driving among employees is 77% in 2013, a return to the levels of 2006 and 2009. Compared to residents, employees are more likely to carpool and telecommute.

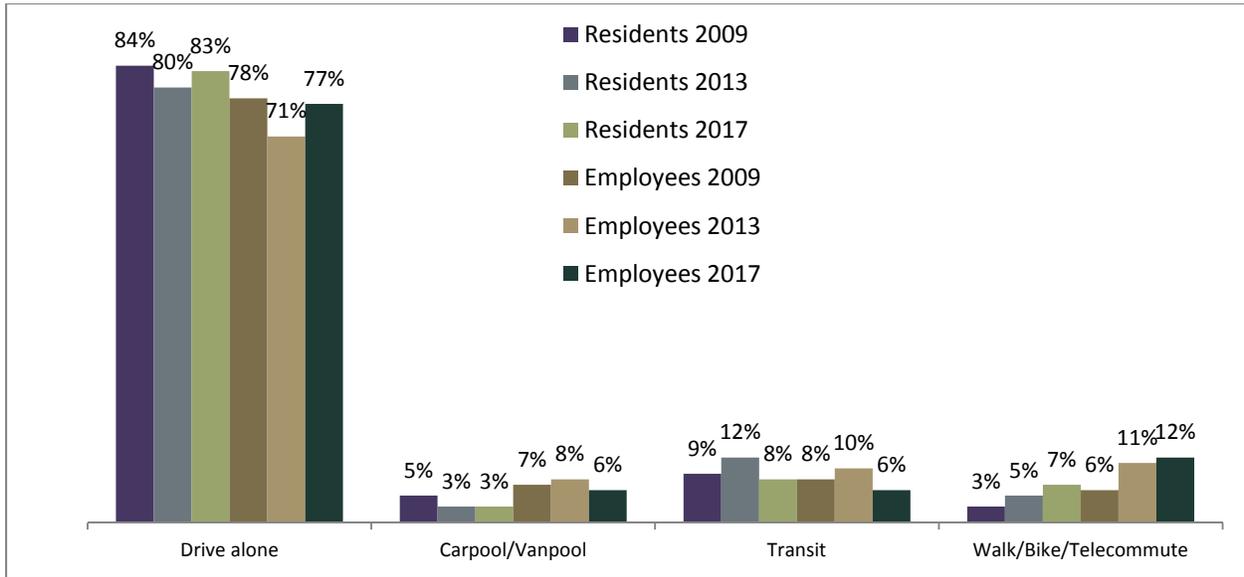
**Table 2 – Commute Modes**

<b>Mode</b>	<b>Residents</b>	<b>Employees</b>
Drive alone	82%	76%
Telecommute	2%	10%
Carpool/Vanpool	3%	6%
BART	7%	3%
WHEELS	1%	2%
Bicycle	2%	1%
ACE	<1%	1%
Walk	3%	1%
Motorcycle	<1%	1%
Total	100%	100%

To participate in the survey, residents are screened to be sure that they work outside the home. This reduces the proportion of telecommuters, but allows us to maintain comparability with previous surveys. In addition, the city doesn't have much influence over telecommuting, except among its own employees. Results of this survey are used to develop and measure use of other commute alternatives.

For both groups, the use of "other" modes including walking, biking and telecommuting is at an all-time high. Residents and employees are less likely to use transit than they were in previous years. (Chart 1)

**Chart 1- Clustered Commute Modes**



Neither residents nor employees vary their commute modes much from day to day. Tables 3 and 4 show daily commute modes among residents and employees.

**Table 3 – Daily Commute Modes among Residents**

Mode	Average	Mon	Tues	Wed	Thurs	Fri
<b>Drive alone</b>	<b>82%</b>	83%	83%	83%	82%	80%
<b>BART</b>	<b>7%</b>	7%	7%	7%	8%	7%
<b>Carpool/Vanpool</b>	<b>3%</b>	3%	3%	3%	3%	3%
<b>Walk</b>	<b>3%</b>	3%	3%	3%	3%	3%
<b>ACE</b>	<b>&lt;1%</b>	<1%	<1%	<1%	<1%	<1%
<b>WHEELS</b>	<b>1%</b>	2%	1%	2%	1%	1%
<b>Bicycle</b>	<b>2%</b>	2%	2%	2%	2%	3%
<b>Motorcycle</b>	<b>&lt;1%</b>	<1%	<1%	<1%	<1%	<1%
<b>Telecommute</b>	<b>2%</b>	1%	2%	2%	3%	3%
Total	<b>100%</b>	100%	100%	100%	100%	100%

**Table 4 – Daily Commute Modes among Employees**

Mode	Average	Mon	Tues	Wed	Thurs	Fri
<b>Drive alone</b>	<b>76%</b>	74%	79%	79%	79%	67%
<b>Telecommute</b>	<b>10%</b>	11%	6%	6%	6%	20%
<b>Carpool/Vanpool</b>	<b>6%</b>	6%	6%	6%	6%	5%
<b>BART</b>	<b>3%</b>	3%	3%	3%	3%	3%
<b>WHEELS</b>	<b>2%</b>	1%	2%	2%	2%	2%
<b>Bicycle</b>	<b>1%</b>	1%	1%	1%	1%	1%
<b>ACE</b>	<b>1%</b>	1%	1%	1%	1%	1%
<b>Walk</b>	<b>1%</b>	1%	1%	1%	1%	1%
<b>Motorcycle</b>	<b>1%</b>	<1%	1%	1%	1%	1%
Total	<b>100%</b>	100%	100%	100%	100%	100%

### Transit/HOV Access Mode

Twelve percent of residents use transit or carpool/vanpool to work. The most common way to get to the transit station or pick-up spot is to walk (60%), followed by driving alone or carpooling (20% each). The trip to a transit station or stop can be a significant source of emissions, so is important to factor into trip reduction calculations. Table 5 shows how people get to transit stops or carpool/vanpool pick-up points.

Among employees who carpool or use transit, the most common way to get to the transit stop or pick-up point is still driving alone (47%).

**Table 5 – Trip to Transit Stop or Carpool/Vanpool Pick-up Point**

Mode	Residents	Employees
Drive alone	20%	47%
Walk	60%	17%
Carpool	20%	13%
Bike	-	2%
Home/other	-	15%
Bus	-	7%
Total	100%	100%

### Vehicles and Size of Carpool/Vanpool

Among all resident drivers, including those who are in carpools and vanpools, the most common vehicle type is a small to mid-sized car (81%). Table 6 on the following page shows the common types of vehicles. Employees are similar. Two-thirds drive small to mid-sized cars (60%).

**Table 6 – Types of Vehicles**

<b>Mode</b>	<b>Residents</b>	<b>Employees</b>
<b>Small to mid-sized car (not hybrid)</b>	81%	60%
<b>Truck/SUV (not hybrid)</b>	14%	28%
<b>Hybrid (all models)</b>	4%	9%
<b>Electric (all models)</b>	1%	2%
Total	100%	100%

Most residents who carpool are in 2-person carpools. The carpool/vanpool picture is similar for employees. Three out of five (59%) are in 2-person carpools. Eight percent are in 3-person carpools, and 9% are in carpools or vanpools that have 4 or more people. The average carpool size is 2.1 people.

## **Commute Patterns**

### **Arrival and Departure Times**

As in past years, three-quarters of residents start work between 7 a.m. and 10 a.m., with the greatest proportion (33%) starting work between 8 a.m. and 9a.m. Since 2013, the proportion that start between 6:00 a.m. and 6:59 a.m. increased. Two-thirds (61%) leave work between 4 p.m. and 7p.m.

Three-quarters of Pleasanton employees (72%) start work in the two-hour period between 7 a.m. and 9 a.m. Most (67%) leave work in the two hours from 4:00 p.m. to 6:00 p.m. Tables 7 and 8 show work arrival and departure times.

**Table 7 - Work Arrival Times**

<b>Arrival Time</b>	<b>Residents</b>	<b>Employees</b>
Before 6:00 a.m.	4%	2%
6:00 a.m. to 6:59 a.m.	16%	8%
7:00 a.m. to 7:59 a.m.	21%	27%
8:00 a.m. to 8:59 a.m.	33%	43%
9:00 a.m. to 10:00 a.m.	21%	16%
10:01 a.m. or later	6%	4%
Total	100%	100%

**Table 8 - Work Departure Times**

<b>Departure Time</b>	<b>Residents</b>	<b>Employees</b>
Before 3:00 p.m.	4%	4%
3:00 p.m. to 3:59 p.m.	13%	11%
4:00 p.m. to 4:59 p.m.	17%	27%
5:00 p.m. to 5:59 p.m.	30%	40%
6:00 p.m. to 6:59 p.m.	19%	15%
7:00 p.m. or later	18%	4%
Total	100%	100%

### Home Location

Employees are most likely to live in Pleasanton (14%), Livermore (10%), Dublin (6%) or San Ramon (6%). Home locations are similar to previous years. Top home locations, representing 69% of the respondents, are shown in Table 9.

**Table 9 – Home Locations among Employees**

Home Location	Employees
Pleasanton	14%
Livermore	10%
Dublin	6%
San Ramon	6%
Tracy	4%
Oakland	4%
Fremont	4%
San Jose	4%
Castro Valley	3%
Concord	3%
Hayward	3%
Walnut Creek	3%
San Francisco	2%
Danville	2%
Brentwood	2%

### Commute Distance

Employed residents travel an average of 20 miles to their worksites, with 17% traveling 5 miles or less. This is the same average as in 2009 and 2013.

People traveling to Pleasanton to work have an average commute distance of 23 miles, slightly higher than in past years. One-third of respondents travel less than 10

miles to work. Table 10 shows the commute distance among residents and employees.

**Table 10 - Commute Distance**

<b>Commute Distance</b>	<b>Residents</b>	<b>Employees</b>
0 - 5 miles	17%	19%
6 - 10 miles	23%	15%
11 -20 miles	20%	18%
21 - 40 miles	36%	36%
More than 40 miles	5%	12%
Total	100%	100%

### **Commute Time**

Residents report that their 20 mile commutes take an average of 39 minutes. This is an increase from 33 minutes in 2013.

Employees, traveling an average of 23 miles, say their commutes take an average of 40 minutes, a four-minute increase over 2013. Table 11 shows the commute time among residents and employees.

**Table 11 - Commute Time**

<b>Commute Time</b>	<b>Residents</b>	<b>Employees</b>
0 - 15 minutes	26%	24%
16 - 30 minutes	27%	27%
31 - 45 minutes	24%	19%
46 - 60 minutes	18%	15%
More than 60 minutes	6%	14%
Total	100%	100%

### Stops en Route To and From Work

In 2013, fewer residents stop on their way to and from work. Only 17% stop on their way to work, down from previous years. Thirty-eight percent stop on their way home, the same as in 2013. Fewer stops make carpooling and vanpooling easier.

The most common reason for stopping is to shop or run an errand, but a significant percentage drop off and pick up children. “Other” includes stopping for coffee or gas.

Table 12 shows the reasons that people stop on the way to and from work.

**Table 12 – Stops on Way To and From Work - Residents**

Reason for Stop	To Work	From Work
Shopping/Errand	53%	83%
Other reason	26%	21%
Gym/workout	9%	7%
Drop off/Pick-up child	24%	4%
Drop off/Pick-up adult	6%	1%

Employees were much more likely than residents to make stops on their way to and from work (Table 13.) Over one-third (39%) make stops on their way to work, and 82% stop on their way home. Top reasons include shopping or errands and dropping off/picking up a child.

**Table 13 – Stops on Way To and From Work -Employees**

Reason for Stop	To Work	From Work
Shopping/Errand	13%	46%
Drop off/Pick-up child	18%	16%
Gym/workout	7%	14%
Second job	1%	2%
School	1%	2%
Drop off/Pick-up adult	1%	1%

## **Alternative Commute Modes**

### **Use of Alternative Commute Modes**

Respondents who drive alone to work three or more days per week were asked which commute alternatives they'd consider using at least one day per week. Residents mentioned an average of 1.1 alternative modes. The most popular alternative was carpooling, followed by telecommuting.

The most popular commute alternative among people who work in Pleasanton is telecommuting (47%), followed by carpooling/vanpooling (35%), BART (18%) and bicycling (15%). Employees would consider an average of 1.4 alternatives. Table 14 on the following page shows the alternative commute modes that residents and employees would consider.

**Table 14 - Alternative Commute Mode Considered**

<b>Potential Mode</b>	<b>Residents</b>	<b>Employees</b>
Telecommute	26%	47%
Carpool/vanpool	34%	35%
BART	22%	18%
Bicycle	11%	15%
WHEELS/bus	11%	11%
ACE rail	2%	5%
Walk	2%	4%

### **Encouraging Alternative Commute Modes**

Solo drivers were asked which programs and services would encourage them to use a variety of commute modes. Table 15 on the following page shows that people who said they might carpool or vanpool were most enthusiastic about help finding a partner (34%), followed by a Guaranteed Ride Home service (27%) and special parking

(27%). One-tenth of residents who said they might carpool or vanpool (9%) said they weren't interested in doing it at this time.

Employees are most interested in financial incentives (34%), followed by a Guaranteed Ride Home service (31%) and help finding a partner (27%). Nearly half of employees who said they'd be interested in carpooling or vanpooling (48%) don't want to do it right now.

**Table 15 - Incentives to Carpool/Vanpool**

<b>Incentive to Carpool/Vanpool</b>	<b>Residents</b>	<b>Employees</b>
Financial incentives	21%	34%
Guaranteed ride home in an emergency	27%	31%
Help finding partners to carpool or vanpool	34%	27%
Use of a company car during work day	25%	18%
Offer automotive care benefits to carpools and vanpools (car wash, oil change, etc.)	2%	17%
More information about carpooling and vanpooling	11%	10%
Services at work (like ATM, dry cleaning, convenience store)	9%	7%
Special parking for carpools/vanpools	27%	6%
I'm not interested in carpooling or vanpooling at this time.	9%	48%

Among the residents who were willing to use transit, the best incentive would be more reliable service (30%). Table 16 on the following page shows that people were also enthusiastic about service that matches their route and schedule (27%) and more information about schedules and routes (21%). As with carpooling and vanpooling, one-quarter of those who said they could use transit (27%) aren't ready now.

Employees are also most interested in transit service that matches their route and schedule (68%) followed by help paying for transit passes (39%). Guaranteed Ride Home service interests 38%. Seventeen percent of those who said they'd use transit don't want to use it now.

**Table 16 - Incentives to Use Public Transit**

<b>Incentive to Use Transit</b>	<b>Residents</b>	<b>Employees</b>
Service that matched my route and schedule	27%	68%
Help paying for transit passes	14%	39%
Guaranteed ride home in an emergency	5%	38%
More reliable service	30%	35%
A special bus, shuttle, or van connecting the transit stop with work	5%	32%
Transit passes sold at work	5%	17%
Feel more safe waiting for or riding transit	14%	17%
Use of company car during work day	2%	15%
More information about schedules and routes	21%	8%
Prizes or contests	2%	6%
I'm not interested in using public transit at this time	27%	17%

Among the residents who were willing to bike and walk to work, the most commonly cited incentive was better paths or routes for biking and walking (59%). Table 17 on the following page shows that people also wanted more information (24%). Six percent who could walk or bike to work aren't ready now.

Compared to residents, employees are less interested in most incentives to walk or bike to work. The top incentive would be better paths or routes for biking or walking (14%). Fifty-nine percent of those who could walk or bike to work don't want to start doing it now.

**Table 17 - Incentives to Bike or Walk to Work**

<b>Incentive to Bike to Work</b>	<b>Residents</b>	<b>Employees</b>
Better paths or routes for walking and biking	59%	14%
Secure and safe bike parking	35%	9%
Guaranteed ride home in an emergency	8%	8%
Shower/change rooms available at work place	8%	8%
Financial incentives for walking and biking	6%	8%
Onsite bike tune ups	12%	6%
Financial assistance for buying a bike	6%	6%
Information on nearby bike and walking routes	24%	5%
Help finding partners for walking and biking	12%	3%
Prizes or contests	3%	3%
More information about riding bikes safely with traffic	2%	2%
Services at work (like ATM, dry cleaning, etc.)	2%	2%
I don't know enough about biking or walking to work	12%	2%
I'm not interested in biking at this time.	6%	59%

Those who bike or are considering biking were asked if there were adequate facilities to park and lock your bike at their employer. Table 18 shows that residents are twice as likely to say that their employer has adequate bike facilities.

**Table 18 – Adequate Bike Facilities**

<b>Adequate Bike Facilities</b>	<b>Residents</b>	<b>Employees</b>
Yes	80%	41%
No	19%	17%
Don't know	1%	42%

Employees were asked if there were anything else that would encourage them to rideshare. Many wished that transit was more accessible, or that their employer encouraged telecommuting. Complete responses are included in the Appendix.

### Awareness of TDM Programs

The “511” commuter transportation phone number and website are relatively well known among residents, with 56% aware of the phone number, 60% aware of the website, and 54% aware of the 511 Ridematching services. One-fifth of residents know about the Rides to School program. Only 9% are aware of the Guaranteed Ride Home program (Table 19).

Compared to residents, employees are less aware of most TDM programs. Two-thirds know about 511. Relatively few employees know about the Pleasanton-specific programs like Rides to School and Commendable Commutes.

**Table 19 – Awareness of TDM Programs**

<b>TDM Program</b>	<b>Residents</b>	<b>Employees</b>
<u>Commuter Website <a href="http://www.511.org">www.511.org</a></u>	60%	69%
Commuter telephone line “511”	56%	31%
511 Ridematching services	54%	23%
Guaranteed Ride Home Program	9%	17%
Commuter Choice tax benefits	10%	10%
Pleasanton's Rides to School Program	20%	9%
Pleasanton Commendable Commutes Program	12%	6%
Pleasanton Try Transit Program	20%	6%

### Carpooling Apps

Residents were more likely to have used carpooling apps. Table 20 shows that UberPool and LyftLine are most popular among residents and employees.

**Table 20 – Carpooling Apps Used**

Factor	Residents	Employees
Uber Pool	75%	57%
Lyft Line	23%	28%
Scoop	14%	15%
Carzac	5%	<1%
Duet	2%	-

### Costs of Commuting

Residents and employees were asked how much they budget for their monthly commute. Table 21 on the following page shows that for residents, solo drivers spend more than carpoolers and vanpoolers. Often, carpoolers and vanpoolers are motivated to rideshare because they have longer than average commutes. This table also shows us that transit riders say they spend the most. However, this may just be because their costs are visible, in the form of a transit fare.

Among employees, every mode has a similar cost except those who walk and bike to work. The money this group spends is probably for expenses on days when they can't bike, walk or telecommute.

**Table 21 – Average Monthly Costs of Commuting**

Primary Commute Mode	Residents	Employees
Drive alone	\$168	\$166
Carpool/Vanpool	\$120	\$180
Transit	\$180	\$197
Walk/Bicycle/Telecommute	\$37	\$100

## **Specific Congestion Areas**

Residents who work outside of Pleasanton, and employees who live outside Pleasanton were asked which streets they use to travel from Pleasanton. Foothill Road is the most commonly used freeway entrance and exit. Table 22 shows the primary streets used to access the freeway.

**Table 22 – Primary Street among Residents Who Work Elsewhere**

<b>Primary Street</b>	<b>To Work</b>	<b>Going Home</b>
Foothill Road	19%	19%
Bernal Avenue	17%	16%
Stoneridge Drive	7%	16%
Sunol Blvd	13%	15%
Hopyard Road	9%	10%
Santa Rita Road	11%	9%
Stanley Boulevard	6%	7%
Vineyard Avenue	4%	3%
Hacienda Drive	2%	2%

As in past years, traffic patterns are much different for employees. Hacienda Drive and Hopyard Road are most commonly used, while Foothill is hardly used at all (Table 23).

**Table 23 – Primary Street among Employees Who Live Elsewhere**

<b>Primary Street</b>	<b>To Work</b>	<b>Going Home</b>
Hacienda Drive	30%	29%
Hopyard Road	22%	18%
Stoneridge Drive	9%	14%
Santa Rita Road	11%	11%
Stanley Boulevard	10%	9%
Sunol Boulevard	7%	9%
Foothill Road	6%	5%
Bernal Avenue	5%	5%
Vineyard Avenue	1%	1%

Hacienda Drive and Hopyard Road are the most commonly used freeway interchanges for employees, while Bernal is most used by residents. (Table 24).

**Table 24 – Primary Interchange among Employees Who Live Elsewhere**

<b>Primary Interchange</b>	<b>Residents</b>	<b>Employees</b>
580 at Hacienda Dr	2%	26%
580 at Hopyard Rd	5%	16%
680 at Sunol Blvd	17%	8%
580 at Santa Rita Rd	6%	8%
680 at Stoneridge Dr	10%	7%
580 at Foothill Rd	15%	6%
680 at Bernal Ave	17%	3%
None of the above/Don't use	32%	26%

### **Conclusions and Recommendations**

After a downturn in solo driving extending from 2006 to 2013, more commuters are driving alone. Seventy-seven percent of Pleasanton employees drive alone compared to 83% of employed residents.

Most of the change is due to incremental decreases in ridesharing alternatives. Telecommuting actually increased slightly, but not enough to offset downturns in transit use and carpooling.

Commuters are often not aware of the incentives that they say would encourage them to stop driving alone. For example, a guaranteed ride home is one of the most popular incentives, but fewer than one in five commuters knows that they have this guarantee.

## Appendix

### Participating Employers

Company	Employees
Albertson's/Safeway	999
City of Pleasanton	462
Ellie Mae	675
Farmers Insurance	127
Kaiser Permanente	3900
Patelco	321
Thermo Fisher	575
<b>Total</b>	<b>7,059</b>

#### Workday

**Workday** conducted an independent transportation survey just before the city's survey. Rather than re-survey their employees, they shared their results. Employee commute modes are comparable to other large employers, with a similar rate of solo driving. Telecommuting is an important part of the city's transportation solution, but few Workday employees mentioned this option. Average commute distance is slightly longer than other large employers in Pleasanton. Workday is actively trying to improve their employees' transportation options, and is a good partner with the City of Pleasanton.

## Employee Survey

Please complete this survey and return it to your supervisor by **Friday, June 16, 2017**

1. What is your home ZIP code? \_\_\_\_\_
2. What is the one-way distance from your home to the place you work? \_\_\_\_\_ Miles
3. How long does it take you to get to work on a typical day? \_\_\_\_\_ Minutes
4. What time do you usually start work?
 

<input type="checkbox"/> Before 6:00 am	<input type="checkbox"/> 7:00-7:59 am	<input type="checkbox"/> 9:00-9:59 am
<input type="checkbox"/> 6:00-6:59 am	<input type="checkbox"/> 8:00-8:59 am	<input type="checkbox"/> 10:00 am or later
5. What time do you usually leave work?
 

<input type="checkbox"/> Before 3:00 pm	<input type="checkbox"/> 4:00-4:59 pm	<input type="checkbox"/> 6:00-6:59 pm
<input type="checkbox"/> 3:00-3:59 pm	<input type="checkbox"/> 5:00-5:59 pm	<input type="checkbox"/> 7:00 pm or later
6. What is your usual work schedule?
  - Full-Time: 40 or More Hours
  - Compressed Work Week (4/40, 9/80)
  - Part-Time: 20 or More Hours
  - Part-Time: Less Than 20 Hours

7. How do you usually travel to work each day of the week?
 

From the list below, indicate the appropriate number *on the line* for each day of the week. If you use more than one method of transportation, choose the one that accounts for the longest distance of your trip.

1. Drive alone	5. WHEELS	9. Walk
2. Carpool	6. ACE	10. Motorcycle
3. Vanpool	7. Other Bus	11. Telecommute
4. BART	8. Bicycle	12. Other

Monday \_\_\_\_\_ Tuesday \_\_\_\_\_ Wednesday \_\_\_\_\_ Thursday \_\_\_\_\_ Friday \_\_\_\_\_

8. Are there adequate facilities to park and lock your bike at your employer?
 

Yes     No     Don't know
- 9-10. Do you stop for other purposes on the way to or from work? Please check all that apply
 

On Way TO Work	On Way HOME
<input type="checkbox"/> Drop off child	<input type="checkbox"/> Pick up child
<input type="checkbox"/> Drop off adult	<input type="checkbox"/> Pick up adult
<input type="checkbox"/> Shop/errand	<input type="checkbox"/> Shop/errand
<input type="checkbox"/> Gym/workout	<input type="checkbox"/> Gym/workout
<input type="checkbox"/> School	<input type="checkbox"/> School
<input type="checkbox"/> Second job	<input type="checkbox"/> Second job
<input type="checkbox"/> Other	<input type="checkbox"/> Other

**If you are in a Carpool, Vanpool or use Public Transit, continue to Question 11. Otherwise, go to Question 13.**

11. If you commute to work in a carpool or vanpool, how many people are in the vehicle (including yourself)? \_\_\_\_\_
12. How do you get to the transit station or pick-up point?
 

<input type="checkbox"/> Drive Alone	<input type="checkbox"/> Take a Shuttle
<input type="checkbox"/> Carpool (2-6 people)	<input type="checkbox"/> Ride a Motorcycle
<input type="checkbox"/> Vanpool (7-15 people)	<input type="checkbox"/> Bike
<input type="checkbox"/> Public Transit	<input type="checkbox"/> Walk

**13. If you currently drive to work, what kind of vehicle do you drive?**

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Small to mid-sized car (not hybrid) | <input type="checkbox"/> 3 Hybrid (all models)   |
| <input type="checkbox"/> 2 Truck/SUV (not hybrid)              | <input type="checkbox"/> 4 Electric (all models) |

**If you currently drive ALONE to work, continue to Question 14. Otherwise, skip to Question 18.**

**14. Which of the following travel modes would you be willing to try? Select up to 3.**

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> 1 Carpool | <input type="checkbox"/> 5 ACE                                 |
| <input type="checkbox"/> 2 Vanpool | <input type="checkbox"/> 6 Bike                                |
| <input type="checkbox"/> 3 Bus     | <input type="checkbox"/> 7 Walk                                |
| <input type="checkbox"/> 4 BART    | <input type="checkbox"/> 8 Work at home for a regular work day |

**15. Which of the following would encourage you to carpool or vanpool? Select up to 3.**

- 1 Help finding partners to carpool or vanpool
- 2 Guaranteed ride home in an emergency
- 3 Use of a company car during work day
- 4 Services at work (like ATM, dry cleaning, convenience store)
- 5 Financial incentives
- 6 Special parking for carpools/vanpools
- 7 More information about carpooling and vanpooling
- 8 Offer automotive care benefits to carpools and vanpools (car wash, oil change, etc.)
- 9 I'm not interested in carpooling or vanpooling at this time.

**16. Which of the following would encourage you to use public transit? Select up to 3.**

- 1 More reliable service
- 2 Service that matched my route and schedule
- 3 Help paying for transit passes
- 4 Feel more safe waiting for or riding transit
- 5 A special bus, shuttle, or van connecting the transit stop with work
- 6 Guaranteed ride home in an emergency
- 7 Use of company car during work day
- 8 More information about schedules and routes
- 9 Prizes or contests
- 10 Transit passes sold at work
- 11 I'm not interested in using public transit at this time.

**17. Which of the following would encourage you to bike or walk? Select up to 3.**

- 1 Better paths or routes for walking and biking
- 2 Help finding partners for walking and biking
- 3 Information on nearby bike and walking routes
- 4 Onsite bike tune ups
- 5 More information about riding bikes safely with traffic
- 6 Secure and safe bike parking
- 7 Guaranteed ride home in an emergency
- 8 Shower/change rooms available at work place
- 9 Services at work (like ATM, dry cleaning, convenience store)
- 10 Financial assistance for buying a bike
- 11 Prizes or contests

- 12  I don't know enough about biking or walking to work
- 13  Financial incentives for walking and biking
- 14  I'm not interested in biking at this time.

**18. Is there anything else that would encourage you to use a commute alternative at least one day per week?** \_\_\_\_\_

**19. Which of the following programs are you aware of? Check all that apply.**

- 1  Pleasanton Commendable Commutes Program
- 2  Pleasanton Try Transit Program
- 3  Pleasanton's Rides to School Program
- 4  Commuter Website [www.511.org](http://www.511.org)
- 5  Guaranteed Ride Home Program
- 6  Commuter Choice tax benefits
- 7  511 Ridematching services
- 8  Commuter telephone line "511"

**20. Which of the following carpooling apps have you used?**

- 1  Duet
- 2  Carzac
- 3  Scoop
- 4  Lyft Line
- 5  UberPool

**21-22. What primary Pleasanton street do you use on your way to and from work?**

	To Work	Going Home
1. Bernal Avenue		
2. Foothill Road		
3. Hacienda Drive		
4. Hopyard Road		
5. Santa Rita Road		
6. Stanley Boulevard		
7. Stoneridge Drive		
8. Sunol Boulevard		
9. Vineyard Avenue		

**23. Which of the following freeway interchanges do you use most often on your way to work?**

- 680 at Sunol Blvd
- 680 at Bernal Ave
- 680 at Stoneridge Dr
- 580 at Foothill Rd
- 580 at Hopyard Rd
- 580 at Hacienda Dr
- 580 at Santa Rita Rd
- None of the above/Don't use freeway interchange

**24. How much do you budget for your *monthly* commute? \$ \_\_\_\_\_**

**END OF SURVEY. THANK YOU FOR YOUR PARTICIPATION.**

<i>(Optional) To be entered in a random drawing to win one of many prizes, provide your contact information below:</i>		
NAME	PHONE NO.	EMAIL

## Employees' Ridesharing Incentives

- Safety and (2) Guaranteed ride home in case of emergency
- 100% Financial assistance for buying a bike and bike repairs. 100% Financial assistance for using public transportation (bus and bart). Stipend to use for rideshare or company business account for Uber and Lyft with discounted company rates (Lyft Line feature picks up other people on the same route)
- A bullet train or Bart for faster transportation.
- A company shuttle from Newark/Fremont hub to office in Pleasanton would be great
- A Kaiser dedicated us from a Solano county transit center to Pleasanton and back would be fantastic. I might even go to work on Mondays and Fridays more often as I prefer to work at work if I can.
- A shuttle BART to/from work is essential.
- A shuttle, bus or vanpool with a specific route from Tracy to Pleasanton/Dublin.
- A walled off carpool lane/Fast Track from 580 to 680 like they have in southern California that takes you all the way through a connector. It's often too difficult/backed up to get out of FastTrack lane and get over to interchange.
- Ace train doesn't travel towards sacramento in the mornings
- Ace train returns starting before 4:20
- Additional pickup location for Carpooling at the North/Concord Martinez BART station like the PH one. Additional times for picks ups.
- Again, this is not an option for Fire Personell
- allowed to work from home
- Allowing contractors to work from home at least once in a week
- Already using Bart 5 days a week and loving it!
- An employer that promotes telecommuting, but my company (Patelco) does not offer this benefit, which is very unfortunate.
- An faster alternative way to get from Napa to Pleasanton. Right now, bus to Bart takes over 3 hours one way!
- Any way to save time. Any way to be convenient
- availability of bus on my route to work
- Awareness
- bart does not go to san jose
- Bart extension to Livermore or Ace shuttle from Ace station to work campus.
- BART is unreliable and it's not clear how I could get from the BART station to my office using public transportation. Too complicated and time consuming; driving is easier.
- bart needs to come from concord directly to Pleasanton.
- Bart Routes that took equal or less time to get to work.
- BART service along 680 (but that will never happen!)
- Bart station in Mountain House
- Bart station in San Jose
- BART station in Tracy.
- BART's for Bikes only dedicated car
- Being able to telecommute saves me 4 hours & 142 miles per day. There is no reasonable alternative from West Marin to Pleasanton.
- better and frequent bus service
- Better BART service.

- Better bus or public transportation options
- Better public services for off-shift (swing and grave) hours employees
- biking paths/routes free of debris
- bus stop next to work site
- Bus stop closer to company
- Cheaper home prices.
- Clear Company Policy around Telecommuting
- Commute alternative would be an option if the schedules permit. It would not be feasible if I have to rush in and out of meetings to get to my carpool.
- Commuter check
- Company encouragement
- Company pay for tolls
- consistent work schedule and guarantee of emergency ride if needed.
- convenience, speed
- direct bus from Antioch to pleasanton
- Direct shuttle bus with wifi such as those picking up Stanford employees around the bay area and dropping right on campus.
- door-to-door service
- Due to school carpooling, I can't bike or walk to work
- each time you ride or use alternative commute method your name is entered into a drawing for prizes and contests.
- Easier access to BART from Tracy
- Encourage Biking, Walking and using Public transportation commuters by offering some attractive incentives for some period. Once people get used to these alternative commute pattern, they will not stop moving back to conventional commute like driving alone. Thanks
- Express bus
- Financial assistance for buying office furniture at home.
- Financial assistance offsetting the cost of BART
- Financial Incentive
- Financial incentives
- Financial incentives, such as discount buying a bike.
- Flex schedule
- Flex starting time - be able to start between 9 & 10 a.m. without being considered late.
- Flexible times
- Free carpool during peak hours
- free train pass
- Get rid of the Express lanes and re-route trucks to a different freeway.
- Getting free and more BART parking will really encourage me to take BART more often.
- getting home faster to walnut creek
- Good weather - not too hot or cold
- Has anyone looked into how to commute from south bay to Pleasanton? It takes 2+ hrs and at least \$8/trip. If I were to drive, it is approx. 40 miles which cost me 2 gallons or \$6 but the travel time cuts down to 40 min. It is the amount of time wasted on public transit that disincentivize me from taking public transit
- Have a reliable bus ride from Daly City to Pleasanton
- helicopter-pool to work ;)

- I already carpool.
- When the Berryessa BART station opens next year, then perhaps I'll be able to use the VTA light rail from Mountain View to Berryessa, and then take BART from Berryessa to Pleasanton (with a transfer at Bay Fair). But if that route takes 2.5 - 3 hours like the current transit options do, then I'll keep carpooling.
- I already do...! Telecommuting is the way to go, at least as far as a commute is concerned.
- I already take the 70X bus four times a week
- I already telecommute 1 day a week
- I already work at home 2-3 days/week
- I am already telecommuting 3 times a week
- I am already using the San Francisco MUNI and BART as much as I can tolerate it. The filth, the homeless riding the trains and the drug use has become intolerable!!! Why are the BART agents permitting the homeless to get on the trains with their suitcases, tents, backpacks? I saw a homeless person with a shopping cart on the platform in Oakland in May...this is not acceptable!
- I am already working from home 1x per week and now that the weather is better will ride my bike 1-2x per week.
- I am registered w/ Scoop, but they have no been able to find other riders in my area, and their available times are limited.
- I could work from home 3 days a week, if my employer would allow it.
- I do telecommute. Fast direct bus would work. Bart is too inconvenient for my route.
- I do, when possible, when someone else is working the same hours.
- I don't live close enough to public transit or to other coworkers for carpool, or close enough to consider biking/walking. Working early in the morning also makes these options more difficult.
- I drive a City of Livermore owned emergency vehicle that I am required to travel in for emergency response availability both during and after hours. I don't see a way around this.
- I drive to El Cerrito BART (30 minutes) and then BART to Pleasanton. Happy with this commute. Happy with this commute at this time.
- I have a leased electric vehicle and I am paying to use a specific amount of miles, so I do not have an incentive to use another vehicle. However, I am open to taking someone else in my vehicle if they can meet my schedule.
- I have set up my schedule to avoid the worst commute times, working from home at the start and end of the day. The challenge is there aren't many good commute alternatives from Walnut Creek to Pleasanton. I used to have carpoolers, but now I need more flexibility in my schedule to be at other locations.
- I like the freedom of being able to run errands, see friends and go to the gym after work without being tied down to a transit schedule
- I like the idea of Bus or Vanpool. If I used either, it would be so that I'd not have to do the driving. And of course easy to get to from home/work. Low cost and employer assistance.
- I make multiple stops on the way to get food and coffee, and I get to work an hour early every day and work swing shift. I would carpool if I could find others ok with that schedule but I doubt it. Public transit is difficult, as I wouldn't be able to make my stops.
- I took public transportation for 15 years, working in the city. I cherish the solitude of my commute. The only commute alternative I would be interested in is telecommuting.
- I used to live 25 miles away, so paying the expense of moving 2 miles away helped to reduce commute traffic.
- I want an alternative commute to equal or lessen my time driving. Currently ACE train would add to my already long commute and that is time away from family I'm not willing to sacrifice.
- I work 4 ten hour days
- I work from home 1 day a week

- I work from home 3-4 days a week
- I work from home 3-4 days/week so when I do go into the office, I want it to be simple and fast, so driving alone is my preference.
- I worked long hours and would miss carpool; therefore, getting from work to the BART station would be a priority for me
- I would be interested, but childcare pickup/dropoff does not allow me alternatives at this time.
- I would like to bike more but now I only do it 1xwk
- I would like to work from home 2 times a week
- I would love for there to be more commuter friendly options in the Brentwood/Oakley - Tri-Valley area. I don't think the infrastructure allows for easy access at this time. Therefore, a good alternative would be to telecommute once per week.
- I would love to bike to work but with the person who was just hit by a car last month (on a Saturday) and the drivers on their phones, it's now scary. I used to ride my bike to work all the time. It's a beautiful ride! I would love to do it again.
- I would love to telecommute 1 - 2 days a week. This would not effect my productivity, in fact, I believe it would help increase my focus on work.
- I would only carpool with someone I knew, like a friend or co-worker. but I cant really think of anywhere safe to leave my car in those instances.
- I'd take BART but I can't be guaranteed of a seat and I have to deal with being hassled by other riders, which is a big turn off.
- If BART had a shorter route from Walnut Creek to Pleasanton (along 680), I would take BART. Currently it would take 3 hours to use the BART system.
- If I had no children. Otherwise I drive kids to school and pick them up after work.
- If KP could provide a bus from the Pleasanton Ace Station for the KP riders.
- If my BART fee were paid for by my company, I would quickly switch to BART.
- If my company allowed 4/10s, I would do that.
- If my company officially supported telecommuting at least one day a week
- If my employer allowed a 3rd day of telecommuting
- If my kids also get transportation to school
- If required by my company to work from home once a week, I would do. I currently have the option to work from home as much as I like, but prefer the social interaction with co-workers in the office so I commute in daily.
- If someone else could drop off and pick up my 3 kids :)
- If the bus or public transit can carry more than 2 bikes at a time....
- If the bus went to Busch Road I would take the bus.
- If the shuttle is free.
- If the trail alongside 680 were paved, (Alamo Canal/Arroyo de La Laguna trail) I'd ride my bike more often than once a year for bike to work day
- if there was a bus route near our building.
- If there was a direct route resulting in a quicker commute along with having easy access to a ride home if I need to leave suddenly or stay late.
- If we could possibly come in earlier. Maybe work from 7-4pm instead of 8-5pm
- Invest in making our teams truly efficient in working remote and foster a culture of accountability
- Issue is not in Pleasanton, rather in getting to/from my apartment in Alameda to Fruitvale BART.
- It is hard because as a firefighter you have the ability to be forced to work any day needed. Not many commute alternatives are willing to carry 75 + pounds of gear

- It's great that you are asking these questions. I only come in about once a week so I am not the target audience for this questionnaire.
- Its hard to car-pool because I am only 6 min away and I also start work at 9am.
- I am thinking of getting an electric assist bike. This would help especially on really hot days. (its green and also does not eat up parking)
- Key criteria would be that routes are better connected and frequency during peak times so we're not packed like sardines. Also, the commute time should make sense ... I.e. If it takes me 30 mins to drive but takes an hour plus to use transit, it'd be difficult to get that kind of extra time. Of course, that can be offset if there's reliable high speed WiFi aboard vehicle so that work can get done while commuting.
- living closer to work
- Love the Iron Horse Trail and it is a big reason why I bike, but I can only take it for about a mile or so of my commute because it's discontinuous. Please consider extending the trail.
- Make the BART from 19th street Oakland come straight to West Dublin Bart so no transfer needed at Bay Fair. Also a more consistent shuttle from BART to the office
- Minimize time returning home (need to return home ASAP for childcare)
- More affordable housing closer to work
- More cash incentives or comp time earned.
- More hours at my job! When you only come in once a week, and the drive is not too bad & not during peak commute, there is not much reason to look at alternate commutes.
- My afternoons can change, so carpooling is not a good option; BART while right across the street is a round about route, so, no
- need earlier and later schedule for the Larkspur ferry, I cannot get to work in Pleasanton early enough when my day has to start at 8:00 am or before, so I have to drive. My schedule for being in the office is very erratic (two or three days per month in Pleasanton, Oakland, Denver, Pasadena for example).
- No firefighter can not carpool because we never know if we will be forced to work many extra days
- No, coordinating for 1 day week is not that feasible.
- No, due to my profession it is very difficult to use public transportation, carpool, or ride a bicycle to work. I need to transport all of my equipment with me
- No, given my need to drop off and pick up my daughter from day care
- No, I usually have to pick up one of my kids each day after work so it's not really feasible at this time.
- No, not interested. Commute takes an hour, BART takes 3 hours.
- no, not practical
- No, there is not an option to use a commute alternative.
- No, with kid drop off and pick up, the only alternative is a WFH day
- No; I prefer telecommuting
- No! I value my "alone time" in my car. I don't want anyone else in my car, and I don't want to be a passenger in anyone else's vehicle. Public transportation (bus, BART) is inconvenient and can be gross depending on fellow riders, so I would never use that mode for commuting. Nothing will ever persuade me to be anything other than a solo driver in my own vehicle.
- No. I value the freedom of having my own vehicle to use whenever I choose. Traffic congestion is because I think I am not alone in valuing that freedom.
- No. I enjoy the flexibility that my car gives me to run errands or go to the gym during lunch or after work. Plus, I am the parent of our house that works close to home for emergencies. We do utilize Wheels bus service to/from school; awesome and convenient service. Has the City looked into synching traffic lights for better flow through city streets? How about reopening a lane in front of BART on Owens??
- Not really since I work night shift
- Not really. Where I live is not public transportation is not readily accessible.

- Nothing at this time because I run many errands, workout and on certain days drive to another city for second job.
- Nothing Pleasanton has control over. The reason I drive is time. Comparison driving vs taking bus: I leave home at 6:20 and arrive at work - by car @7:00, by bus @7:30. I leave work at 3:40 and arrive home - by car @ 5:00, by bus @ 6:00.
- Nothing. The distance is too far to make commuting, biking, etc. practical. Plus commuting via BART or Busing is more expensive than driving my little car.
- Offering employees the option to work from home one day a week or flexing their schedule to travel during non-busy hours (like 10 a.m. - 8 p.m. or 4 a.m. to 2 p.m.) \*I work 10 hour days. Allowing employees that don't deal with the public to come in and work one weekend day, like Sunday, to off-set one of the days during the week.
- On Owns drive due to the two-to-one lane reduction, there is quite a bit of a backlog. Once apartments get filled with tenants, it'll introduce a traffic jam getting to Kaiser campus from Owns drive, coming from 680.
- paid alternative commute
- pick up service
- Please bring back the 9 Bus. 10R timing is quite unpredictable.
- Protected bike lane on (or safe way to get over) overpass between Dublin and Pleasanton leading to Santa Rita Road. Protected bike lane on Santa Rita Road leading to Downtown Pleasanton. Secure bike parking at City Hall.
- reinstall the rail line between Walnut Creek and Dublin
- Reliability, service that would match my route and schedule.
- safer bike route/bike lane from san ramon to pleasanton
- Safety
- Set up a van pool from Brentwood to Pleasanton. Vasco Road is a tough commute.
- Shorter commute time. Current commute time is 1 hour or less. Public transportation option would take 1.5 hours or longer. Car pool or van pool seem like the only options I would consider.
- Start time of 5:30am does not leave too many options.
- telecommute
- telecommute
- Telecommute
- Telecommute
- Telecommute
- Telecommute most of the time unless travel by air to office
- Telecommute several days a week already - Working to telecommute up to 3 or 4 days a week
- Telecommuting an extra day.
- telecommuting option or a 10 hour work day 4 days a week would be advantageous for those that commute over 2 hours a day to and from work..
- The ability to work from home once a week.
- The amount of traffic between Livermore and Pleasanton is insane. Encourage usage of special lane with no fees before 7 am/after 6:30 pm. Stop building huge housing districts in Dublin/Livermore
- The biggest thing for me would be better bicycle parking (bike lockers or more secure racks).
- The bus ( Wheels) arrives either too early or a bit late for my hours
- The cars are speeding on the Canyon Way frontage road, it should be monitored by traffic control. It's difficult to pull out for the commute home.
- the issue is non-standard work times, not predictable

- The main concerns are cost, time, and convenience. I work a Swing Schedule that ends around 1:30 am so I know of no public alternatives to driving.
- There are no trains that come from Gilroy to Pleasanton.
- There is no direct train from San Jose- Pleasanton in the morning and viceversa in the evening. I have to take multiple trains and takes 2 hrs to commute 30 miles,. Would prefer a direct train
- This summer I am biking 3-4 days per week.
- Time incentive. Would like not to lose time during the day.
- unfortunately no, I have to drive my child to school
- Unfortunately, no. I frequently have to visit other locations during the work day, leaving me no option for alternative transportation
- viable transit options along 680 corridor - more frequent buses,
- weather dependant
- Wheels Bus 70X should stop at Kaiser Permanente on Owens Drive, like it did before. After that stop was eliminated I would rarely use Wheels Bus 70X.
- Wheels should run longer in the morning, not stop at 8:30 am. Some of us start after 9:30 am. Please schedule a bus to leave Walnut Creek after 9
- Work 4-10 (4 days a week, 10 hours per day)
- work at home
- Work at home more often
- Work from home
- Work from home
- Work from home 1 day a work, telecommute
- Work more accepting of telecommuting and safer routes for biking
- Work remotely
- Working P/T at night is not conducive to any of these methods unfortunately
- Would be interested in carpooling if one day a week. Multiple days a week would be an issue.
- Would love to be able to telecommute on a regular schedule. If the city were to offer tax incentives etc. to companies who allow employees to telecommute one or more days per week it would improve local traffic as well as increase an employee's work life balance.
- Ya 9/80 work schedule
- Yes, I'd like to try taking BART this summer from El Cerrito as I an not use the carpool lane (no student on board)
- yes, if BART had direct line between walnut creek and pleasanton or if buses ran on a more regular schedule, not just twice in the morning and twice in the evening.
- YES...Please reconfigure the interchange at 580 and 680 (all directions). Build a new freeway Toll Road from Modesto to San Jose (entrances at Patterson, Tracy, Livermore, Sunol...Problem solved!!! Get ride of the bike lane and make it a motorcycle/scooter lane around town.
- You could chose and encourage Dublin to stop building excessive amounts of high density housing. That would actually reduce the need for reducing commute traffic.